



# CROWN Memorandum

Memo Number: 02-0023-SW

TO: ESRD Executive Directors, ESRD Data Managers  
FROM: Matthew Leipold, Director, Division of ESRD Systems and Contract Management  
Information Systems Group, OCSQ  
DATE: November 06, 2002  
SUBJECT: REMEDY Help Desk Software Release

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The Remedy Help Desk software has been released to the Networks. REMEDY will allow QualityNet Points of Contact (POC) at the Networks to be notified of all QualityNet Help Desk issue tickets received from users at their Network, and from providers in their Network. The POC will receive warm transfers from the Quality Net Help Desk, enter/view tickets into REMEDY, receive/print reports from REMEDY, and receive notification of new tickets. A warm transfer means that the Help Desk will transfer a call while the caller is on the line to have a three-way conversation. While Network users will have the ability to close trouble tickets for their Network, they will not have the ability to re-assign tickets or close tickets not assigned to them.

The REMEDY CD was mailed to the Networks on Friday November 01, 2002. This CD contains the Remedy Client software needed for accessing the Action Request System of databases developed for the ESRD Networks. The CD also contains Crystal Reports definition files for these databases and documentation. The QE-docs directory on the CD contains documentation specifically written for the Quality Net POC users. Chapter 2 of the documentation on the CD gives specific instructions on how to install the software.

WebEx training sessions will be set up for Monday November 18, 2002 and Wednesday November 20, 2002 at 1:00PM CST. To register for these classes please enroll at QualityNet Exchange e-Learning Center. This link is found under the My Links section on the QualityNet Exchange web site. If additional WebEx sessions are required, please contact the QualityNet Help Desk.

Please contact the QualityNet Help Desk 1-866-288-8912 if additional information and/or assistance are needed.

Phone: 866-288-8912 (7am - 7pm CST)  
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